

FREQUENTLY ASKED QUESTIONS

GENERAL FAQ's

Am I required to have floor covering?

Yes, you are required to have floor covering for your entire booth space. Floor covering can either be purchased through GES or you may bring your own. If an exhibitor lays his/her own carpet, the carpet tape must be easily removed. The exhibitor is responsible for removing all tape and residue.

How do I get my exhibitor badge?

Online Exhibitor Badge Registration is open! Each exhibitor receives five (5) complimentary badges for each 10x10 booth purchased. **Exhibitor badges will not be mailed.** All Exhibitors must pick up their badges onsite at the Registration counter.

When do exhibitors have access to the exhibit floor?

Exhibitor Move-in:	Friday,	July 9	(8:00 a.m. – 5:00 p.m.)
	Saturday,	July 10	(8:00 a.m. - 5:00 p.m.)
Show Hours:	Sunday,	July 11	(9:30 a.m. – 5:00 p.m.)
	Monday,	July 12	(9:30 a.m. – 4:00 p.m.)
Exhibitor Move-out:	Monday,	July 12	(4:00 p.m. – 12:00 a.m.)
	Tuesday,	July 13	(8:00 a.m. – 5:00 p.m.)

What is the regulated temperature in Henry B. Gonzalez Convention Center?

Dress in layers. Temperatures in large spaces like convention halls can be hot or cold. It's always better to be prepared.

What is an Official Service Provider?

An Official Service Provider is a contractor appointed by show management as the sole provider of specified services such as installation and dismantle services, materials handling, and shipping. GES is the Official Service Provider for the 2018 TRA Marketplace.

Whom should I contact if I am having difficulties onsite?

If you need assistance onsite, please feel free to visit the Show Management office.

How do I book a hotel room at the TRA Marketplace rate?

Hotel reservations must be made through the TRA Marketplace Housing Bureau to receive special conference rates. Book and modify your hotel reservations online at:
<https://www.tramarketplace.com/travel>.

What is Lead Retrieval?

Lead retrieval is the capturing and follow-up of sales leads generated at a tradeshow. Used as a marketing tool, lead retrieval adds value for exhibitors by increasing their return on investment and provides a system for attendees to track which exhibitors they visited. The recommended lead retrieval company is ATS. For more information or to order, please click [here](#).

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MATERIAL HANDLING FAQ'S

What is Material Handling?

The unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier.

What can I carry into the exhibit hall myself?

Exhibitor personnel may hand carry their own materials and equipment as long as it does not require motorized or mechanical devices (i.e. dollies, fork-lifts, and pallet jacks)

Can I set up my booth by myself?

Exhibitors may perform all the work in their booths with **their own, full-time company personnel**. Please ensure that all full-time employees have valid company identification at show site. Any necessary labor must be obtained through GES. All employees are required to be at least 18 years of age to setup booth.

Where can I unload/reload my personal vehicle at the Henry B. Gonzalez Convention Center

The Official Service Provider, GES, will direct your POV (Privately Owned Vehicle) to the appropriate dock area of the convention center to unload/reload during the published move-in/move-out hours. **Be sure to reference the Exhibitor Service Manual for unloading/reloading details and examples of a POV.**

What is a POV (Privately Owned Vehicle)?

A POV (Privately Owned Vehicle) is a vehicle that is owned by an employee of the exhibiting company, or the exhibiting company itself, designed to transport passengers, NOT cargo or freight.

The main notes about bringing your own items to your booth are:

- Items **MUST** be brought in a POV, no rental vehicles.
- Items must be able to be hand carried by one person.
- Only 2-wheel dollies are allowed. No 4-wheel dollies or flatbeds.
- Only 20 mins provided to unload.

Please see the GES Exhibitor Services Manual for information regarding POV CartloadServices.

* Denotes exclusive contractor. Exhibitor-appointed contractor are **NOT** permitted for these services.